STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
MARCH 31, 2004

ATTENDEES:

Jim Weber, Chair	Steve Adams	Bob Borgstede
Pat Brooks	Augie Buechter	Steve Burger
Chip Byers	Carolyn Cook	Jim Davenport
Chris David	Lew Davison	Gary Eggen
Michael Elley	Jeff Falter	Mary Anne Flesch
Jan Grecian	Cliff Gronauer	Jill Hansen
Gina Hodge	Diana James	Molly Jones
Gary Lyndaker	Bob Meinhardt	Lora Mellies
Lynn Morrow	John Namassy	Mitch Odneal
Randy Raw	Cindy Renick	Larry Reynolds
Jim Roggero	Mark Siemer	Debbie Tedeschi
Ron Thomas	Jane Thompson	Lucy Watts
Gail Wekenborg	Tony Wening	Gerry Wethington
Pete Wieberg	Chris Wilkerson	Scott Willett
Paul Wright		

Jim Weber opened the meeting at 8:38 a.m. Tony Wening with MOREnet stated that this would be his last ITAB Meeting as he has accepted employment with IBM. Tony stated he has enjoyed his working relationships with the ITAB Members over the years and will miss the friendships he has developed. Chip Byers will represent MOREnet in the future.

PRESENTATIONS

1. **Presentation of Project Management Certificates** (Gerry Wethington/Jim Weber) – Jim Weber congratulated everyone on the completion of the Project Management course. Certificates were presented to Jeffrey Barlow, James Boeschen, Todd Craig, Jim Davenport, Jennifer Hueste, Torina Johnson, Christy Smith, Billy Morris, Philip Reed, Michael Schweiss, Ted Suess, Christine Walter and Kathy Woodling. Gerry Wethington thanked the recipients for their contributions to the state.

2. **Status of Senate Bill 1082 – Division of Network Efficiency/State Communications Commission (Jill Hansen)** – Jill stated that a substitute bill has now been drafted. The bill would appoint an interim committee consisting of five members of the Senate and five members of the House. The committee would be commissioned to determine the need and feasibility of the state Commission on Communications Operability and Efficiency and its membership. In addition, it will determine the feasibility of a state communications network plan for all public governmental bodies. Study groups will be selected and will possibly include representatives from the state agencies. The Commission would meet quarterly and produce its first report by February 2005. Reports will be due each January thereafter. All state departments will cooperate. Agencies may be asked to resubmit their fiscal impact again.

ACTION ITEMS

1. **Approval of the February 25, 2004, Information Technology Advisory Board Meeting Minutes**

   Jim Weber asked if there were changes to the meeting minutes of the last meeting; there were two minor changes. Gary Lyndaker made the motion to accept the minutes with changes; Scott Willett seconded the motion. The minutes were approved unanimously.

2. **Approval of IT Business Plan (Gerry Wethington/Tom Stokes)** – Gerry stated that Tom was unable to attend the meeting today but is in the process of finalizing the IT Business Plan. The final document will be sent out to the ITAB Members prior to the April 28, 2004 meeting.

GENERAL BUSINESS

1. **CIO Update (Gerry Wethington)**
    - Email Centralization/Standardization – A couple meetings have been held on this topic, which has now transitioned into a project. Jill Hansen and her staff will lead this project. In addition to the OA/DIS staff, Jill would like participation from each of the three product environments (Microsoft Exchange, Lotus Notes and Groupwise). This team will develop the timeline and project schedule. Gerry stated he had provided the original timelines for the project (Exchange/Groupwise migration completed by June 30, 2005 and Lotus Notes by June 30, 2009). These dates may change depending on what Jill's committee determines. They will be responsible for developing the PAQ's. Any research and resource needs will be addressed through the Architecture Review Committee (ARC). The ARC will then turn to the Application Domain Committee (chaired by Pat Brooks) for any assistance needed. Some areas to be addressed will include how to isolate email servers at agencies, how to prepare for centralized administration/decentralized server operation, and how to separate email from the application so the two can be isolated. He encouraged everyone to assist Jill and her team when requested. The message delivered in the meeting last week is that the decision has now been made. The agencies must now put aside their disagreements and move forward as a community. The team will be evaluating all related email costs, including Sharepoint. Tim Daniels will fund the portal/Sharepoint solution set. He has committed to fund $800,000 of a communication portal approach, Active Directory, definition and configuration. Any money left over after that will go toward the costs of email centralization. The sustaining costs have not been addressed to date. Since it will be a centrally administered/decentralized operation, a cost allocation plan will need to be developed for the sustaining costs. There will be a cost per mailbox to include the hardware, software and people costs, similar to what the agencies have now. The figures will be discussed at a future ITAB Meeting. Sharepoint is a communication type portal. Gerry stated that Tim Daniels is in need of a communication portal that will allow Homeland Security to maintain content and provide access to specific individuals, groups or regions by email, pager, office phone or cell phone at any given time. If the first layer of contact is unavailable, he must be able to move to the next layer quickly and easily. He also needs the ability to update content to provide the most updated information available. The ability to assign security levels is also needed. The Active Directory approach that we are moving towards for email will also meet Homeland Security's needs. Rather than fund a completely new and separate infrastructure, he has opted to use our infrastructure and assist with funding it. Jill is working to develop a proposal to outline the total costs involved. The plan is to begin with 280-300 licenses and eventually increase to 110,000 licenses. Scott Willett stated that the Department of Health and Senior Services has a similar structure in place. Another state has a very similar structure already built that is similar to what Gerry has described. We may be able to use the code from that state and make modifications as needed. The state being referenced uses Sharepoint as a document repository. Their notifications are built around the Active Directory components. This will eventually become part of the architecture standards. A Sharepoint demo was requested at a later time to familiarize everyone with its functionality.
    - Feasibility of Instant Messaging – In their review of the email issues, META suggested the agencies work together collaboratively to select an instant message standard. Instant messaging had been tabled in a previous meeting to be addressed after the email issues are resolved. Gerry has a meeting scheduled with a vendor to discuss instant messaging. He asked for the ITAB's direction on whether to begin looking at instant messaging now or to wait until we are further along with the email transition. ITAB agreed to begin looking at possibilities and to add this item to the task list for the Application Domain Committee to review.
    - Requests for Information – Gerry's office is in the process of developing statistics around Missouri's information technology environment. Tom Stokes has requested the agencies provide him with some

information. Some responses have been received. Gerry noted these requests usually originate from the Governor's Office. OIT needs to readdress the request to make sure all the issues are covered.

- IT Expenditure Codes – Gerry's office is working to pull information together on IT expenditures (personal services and expense and equipment) using SAM II. Gerry believes the numbers so far are underestimated. The IT Codes created by Mary Willingham's committee were used beginning with FY04. The committee also developed a road map from the old codes to the new codes. This information was used in putting together the numbers for FY02 and FY03. Organizational codes were also used to extract expenses as not all agencies use organizational codes in the same manner. With the assistance of Human Resources, all IT related job classifications have been identified out of the 4,100 job classification codes. An amount of $313,300,000 was submitted as the cost figure for FY03 for both personal services and expense and equipment. The numbers have not been broken down by agency. Gerry will be working with IBI and Jill's group to develop a series of reports that his office could run to provide IT expenditures upon request. He stated that he has received questions regarding the validity of the numbers used for the OIT billing. He would like to make the reports available to the ITAB members through the ITAB web site – members only section. Jill suggested developing this into a standard report that would be available to agencies. Gerry stated that he had used the figures provided by the agencies for the OIT billing, not SAM II figures. Jill requested that Gerry provide information on the numbers used for the report. Gerry noted that the agencies do not all use the same standards for accounting IT expenditures. Gary Lyndaker suggested developing a statewide amount to be used by all agencies to figure costs for an IT employee to include things like copier, desk, chair, etc. Gerry stated that he would like to form a committee to review IT expenditures. The committee will include Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Michael Elley and Debbie Tedeschi.
- Email - Gerry noted that the Columbia Missourian is making contacts to various agencies regarding email policies and usage. Several agencies have already deferred comments to Gerry. Agencies may defer any future contacts to Gerry or Jenny Brown from the Governor's Office.
- Security Polices – Gerry stated that he had requested the status of the agencies' implementation of the security policies, in relation to the Executive Order. ITAB has adopted policies for INFOCON and Incident Response. Anyone who needs a copy of the directives should let Gerry know.
- Upcoming Event - A Digital Government Summit is scheduled for June 17th at the Capital Plaza Hotel. Some ITAB members will be contacted to serve as panelists.
- IT Staff Meetings - The statewide IT Staff Meetings are currently underway. Two were held yesterday and another is scheduled for this afternoon. A survey is being done to determine the viability of event. Most of the comments received to date have been positive. He will provide the results of all the surveys at a later time.
- OIT Billing – Mary is ready to send out the OIT billings to the agencies. Gerry has met with the elected officials (with the exception of one) and the Judiciary. Most of them agree that everyone benefits from OIT but the timing is not good due to tight budgets. Most all did say they would recommend their office participate. Gerry does not expect additional participation until next year. He is waiting on a response from one more office before the bills can be distributed to the agencies. FY02 figures provided by the agencies were used for calculating the amounts for billing.
- Egovernment – Gerry stated that they are proceeding with 'Starting a Business'. Some focus groups will be scheduled to coincide with existing small-business workshops. The committee will also work with the University of Missouri and the Small Business Administration. Progress is being made in this area.
- Data Dictionary – Relating to traumatic brain injury and eligibility determination, the Personal Independence Commission is now engaged. A Data Dictionary PAQ has been out on the street and is now being evaluated. The Lieutenant Governor chairs this Commission. They are working to resolve some funding issues and to review the responses to the PAQ's. There was a range in proposed costs from $27,000 to $328,000. The Lieutenant Governor has requested an update by the second week of April.
- Local Government – Gerry reported he is meeting with the Intergovernmental Cooperation/Coordination Commission. The Missouri Municipal League and the Missouri Association of Counties are both interested in a solution to increase the web presence of county and municipal governments and to standardize the

e-services to be offered. They are working on the development of an RFP to be presented at their July meeting. Gerry noted that someone from Lew Davison's group may need to participate in that group.

- Community Calendaring – An RFP is being developed for community calendaring where agencies can post events and the citizens can subscribe to it for information. There is no cost to the state. Money will be made through advertising sales. The RFP should be coming out in a couple weeks. This is moving forward.

- Architectural Governance – Gerry asked if the group believed it worthwhile to do another overview of architecture governance. He has been receiving several questions on this topic. The ITAB members agreed that this should be held at the next all-day ITAB Meeting, which is scheduled for April 28th. Bob Meinhardt will work on developing a presentation for the April 28th meeting.

- Enterprise Contracts – Jill Hansen will be leading a meeting on contract development with AdvantageGen. Gerry will forward to Jill a list of the names he received that indicated they wanted to participate in the group. Gerry stated he has received proposals from ESRI and Symantec on enterprise contracts and has forwarded those to Purchasing. Gary Eggen will be assisting with this. Gerry has interested parties from the GIS group for ESRI and hopes to have participation from the Security Domain for Symantec. Tony Spicci from the GIS Advisory Committee will participate in the group. Lew Davison, Cliff Gronauer and Larry Reynolds will have representation also.

- RFP Development – Gary Eggen provides Jill Hansen and Gerry updated lists of RFP every two weeks. Occasionally two agencies will be working on RFP's for the same product or service. Gerry stated that it would be beneficial to the IT community for agencies to bring their proposals to the ITAB members for discussion before the RFP is submitted to allow other agencies to participate.

- OIT Vacancy – Gerry stated that Michael Elley began with his office on Monday. He will be working in the areas of architecture and budget for OIT.

- Primary/Alternate – Gerry stated that the Auditor's Office has requested to be considered as an ex officio member. Cindy Renick will remain as their primary representative; an alternate will be named later.

2. **ITAB Chair Update (Jim Weber)**

- Review of Action Items from Previous Meeting

  - Gerry to check the status of the legislative proposal to give state specific authorization to copyright software developed by employees and/or consultants for selling to the private sector. – Remove.
  - Gerry to contact non-participating agencies and attempt to gain their agreement to participate over the next few months, reducing the amount to be billed to all agencies for the second half of FY04. – Completed.
  - Send email to elected officials to obtain their responses on participating in OIT costing, after completion of meetings. – Completed.
  - Digital Certificates Subcommittee to address Verisign Contract issues. – Pending.
  - Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval. – Pending.
  - Privacy Committee to obtain guidelines from the Highway Patrol for background checks. – Pending.
  - Agencies to submit names for participation in the Privacy Domain Committee to Scott Willett. – Pending.
  - Agencies to ensure they have representation on the Security Committee. – Remove.
  - Agencies to develop list of steps to be taken at different levels for their internal INFOCON plans. – Remove
  - Agencies to identify a primary delegate for the Security Committee. Larger agencies may want to also identify a secondary delegate. Names should be submitted to Lora Mellies, Chairman of the Security Committee. – Completed.
  - Project Management Committee (PMC) will review the Recertification process with B&P after ITAB approves the process. – Remove.
  - Gerry to proceed with planning of meetings with all state IT employees. – Completed.

- Agencies to delegate employees to participate in the Privacy Committee. – Remove.
- Gerry Wethington, Jim Weber, Jim Roggero, and Jan Grecian to review and update ITAB Charter. – Pending.
- Gerry to circulate to agencies the areas to be included in business continuity plans. – Pending.
- Ron Thomas to place Email SWAT Team and META recommendations on OIT Website, Members Only section. – Completed.
- ARC to draft a formal motion for approval by ITAB that the State of Missouri will move forward to adopt Microsoft Exchange as its email platform. – Completed.
- Agencies to provide feedback to Tom Stokes on IT Business Plan. – Completed.
- Gerry to send out OIT Costing invoices to agencies. – Remove.
- Debbie Tedeschi to update ITAB Logo on web site with change approved by ITAB. – Completed.
- Purchasing to send out message relating to SmartBuy presentation. – Completed. .
- Gerry to send out materials relating to pillars of government, to be discussed at the April ITAB Meeting. – Pending.

- The password change for the Members Only section of the ITAB web site will be effective April 1st.
- Craig Hollis is the interim CIO for the Ethics Commission.
- Committee chairman should provide any updates on the ITAB Committee listing and forward to Mary Luebbert by Friday.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee Update (Bob Meinhardt/Ron Thomas)** – Bob presented the following statements of direction on behalf of the ARC. The ARC endorses the Email Project Team being formed in OA/DIS to complete the email project. He offered the support of the ARC from the architecture perspective. In addition, the ARC intends to initiate and staff the Application Domain, which will be chaired by Pat Brooks. This Committee has been tasked with the email project and instant messaging issues. The next ARC Meeting is scheduled for April 13th.
   - Architecture Technical Committee (Mike Schweiss/Ron Thomas)
   - Interface Domain Committee (TBD)
   - Information Domain Committee (TBD)
   - Infrastructure Domain Committee (Pete Wieberg)
   - Interoperability Domain Committee (Charles Williams)
   - Application Domain Committee (Pat Brooks)
   - Systems Management Domain Committee (TBD)
   - Security Domain Committee (Lora Mellies/R.D. Porter)
   - Privacy Domain Committee (Scott Willett)

2. **Digital Government Committee Update (Lew Davison/Ron Thomas)** – Lew stated the second draft of the egovernment strategy was sent to META for their review. META's comments and suggestions were incorporated into the first draft. They have used that same strategy as it identifies five major areas of concentration for egovernment. The Committee does have five subcommittees that are aligned well with these areas. They will be looking at the strategy, goals and outcome measures for each area. The Committee hopes to have coherent strategy for moving forward for presentation to ITAB in May.
   - Application Development Subcommittee (Jim Roggero/Pat Brooks)
   - Credit Cards Subcommittee (Scott Peters)
   - CRM Subcommittee (Don Lloyd) – Mary Luebbert will be sending out a request for volunteers to serve on the CRM Committee. Gerry stated he would like to have this group take on call centers. Several agencies have contracts for call centers. The agencies should be looking to build and enterprise contract for call centers. He noted that Revenue, Social Services, Economic Development, Labor and Industrial Relations

and Office of Administration should have an interest in this. Gerry would like Don and this Committee to move forward on CRM. Lew stated that Faisal has volunteered to assist.
- Digital Certificates Subcommittee (Todd Craig)
- Digital Media Subcommittee (Jim Weber/Kay Dinolfo) – Kay distributed a handout on the DMD conference that is scheduled for April 22nd in the Truman Building. There will be two different tracks –one for management and public information officers and another that is more technical. The conference is scheduled for a half-day and will be repeated in the afternoon session. To register, visit the their website at www.oa.mo.gov/dmd/.

3. **MOTEC Update (Paul Wright/Laura Mertens)** – Paul stated the February usage report was distributed with the agenda. Both rooms are averaging usage above 70 percent. By the end of the fiscal year, they should be well over the goals for the year. The MOTEC CAP will be presented at the April ITAB meeting. The next MOTEC Steering Committee Meeting is scheduled for April 14th.

4. **Personnel Committee (Chris Wilkerson)** – Chris stated the Committee now has a representative from OA Personnel. He has asked him to demonstrate the process for handling an application, how it is rated, and to define the documents and information that are used to classify that person. They will address this process before moving to the current classifications.

5. **Privacy Committee (Scott Willett)** – No report.

6. **Project Management Committee Update (Jim Roggero/Tom Stokes)** – Jim Roggero stated the Committee met on March 19th and discussed the subcommittees. They will be finalizing the changes at their April meeting and will present to the ITAB for approval at the next meeting. The Committee will be continuing to make the recently approved recertification operational. The RFP for training is moving forward and should be completed in the June/July timeframe.
- Cost Benefit Approach to State Government Subcommittee (Paul Wright) – Paul stated the MOVAP group has not met recently. He is in the process of contacting them to schedule a meeting to identify any additional tasks. On the University of Missouri Project, the Team has sent a Gantt Chart to them. He and Jan Grecian have reviewed it and made some changes. Jan and Paul will meet with them again next Thursday, April 8th. Paul stated that time would be needed at the April 28th meeting for a presentation on this project.
- Performance Measures Subcommittee (Paul Wright) – Paul has received the first set of comments back from Parts II and III, which include the detailed process, identification of core measures and the appendices. He hopes to bring back to the PMC in the next month or so and then bring to the ITAB possibly in May or June.
- Project Oversight Subcommittee (Gary Lyndaker/Bob Ordway) – No update.
- Risk Management Subcommittee (Scott Peters) –No update.

7. **Security Committee (Lora Mellies/R.D. Porter)** – Lora stated that proposed changes to the OA Incident Response Web Page were distributed to ITAB members with the agenda. The changes were submitted at an earlier ITAB meeting and the Committee is bringing the recommended changes back to the ITAB for final approval before publishing them. Jim Roggero made the motion to approve the changes; Steve Adams seconded the motion. The changes were approved unanimously. Lora gave a recap of the topics discussed at the last meeting. The Committee meets the third Thursday of the month at 1:30 p.m. Several documents are posted on the Missouri State Information Infrastructure Protection Center (SIIPC) web site at http://siipc.mo.gov. The Committee plans to review the charter at their next meeting. David Crain stated his office would like assistance in completing a security audit on their area within the next couple weeks. Jill Hansen offered OA's assistance with the security audit. Gerry stated he would ask their intern to forward her security term reconciliation to Lora. Chip Byers noted that MOREnet offers a remote vulnerability assessment for the public side. Jim Weber thanked Lora, the Security Committee and the Security Domain for their efforts.

8. **User Group Coordination (Larry Reynolds)** – Larry thanked Debbie Tedeschi for gathering the information from Rich Beckwith after his departure from state government. There are currently ten user groups, of which eight are active. The definition of a user group is a group of individuals who meet to deal with needs that are centered around technology. Debbie has updated the website with new chair names, etc. ITAB members agreed there is a not a need for a formalized method for the user groups to report back to ITAB periodically. The purpose of a user group is to encourage development and creativity among the technical staff. Currently the ITAB web site lists the chair and the purpose of the user group. Jill stated previous discussion stated membership rosters and charters were not required.

COLLABORATIVE EFFORTS

1. **Internet/MOREnet Update (Chip Byer)** – Chip reported that they are close to finishing the evaluation on content filtering. This was requested by the library community but will be a centralized solution. He hopes to have more information at the April ITAB Meeting. Qwest has installed the Tier OC-12 Internet access circuit in St. Louis. Sprint is behind schedule with the installation of the OC-12 Internet circuits.

2. **Network Management Consortium Update (Jim Roggero/Jill Hansen)** – Jill reported the main issue discussed concerned security. Faisal facilitated a walk-through session in which the areas needing to be addressed were defined. There was confusion surrounding the areas covered by the various security groups. At the next session, they plan to continue identifying what areas are addressed by each of the security groups. Jill invited the CIO's to attend the meeting if they are not doing so already. Jim Roggero stated the next meeting is scheduled for April 15th at 10:00 a.m. in the Truman Building, Room 493.

3. **Statewide Purchasing Update (Gary Eggen/Karen Boeger)** – Gary stated that Karen Boeger will be sending out a message this afternoon to update everyone on status of Smartbuy. There are two new Executive Orders in effect. One is Missouri First (03-27) that requires state government agencies to purchase Missouri products unless it is determined the price, performance or quality is not acceptable. It states that efforts must be taken to ensure Missouri companies have the opportunity to bid on contracts. The Order also states that the Missouri companies must be given a written notice as to why they were not awarded the bid. Executive Order 04-09 requires vendors to provide the location of where services will be performed. It requires that no state agencies should award a contract outside of the United States unless it is a unique good or service. The updated listing of IT Bids was distributed with the agenda.

4. **Technology Services Update (Gail Wekenborg)** – Gail reported that the State Data Center Steering Committee met last Thursday. OA has amended their Disaster Recovery contract to include1,950 MIPS, which is the amount of space needed to run production items at one time without having to split them into different days. Some technology portions that were no longer needed were removed. The cost will increase approximately $300 per month. The Disaster Recovery Drill is scheduled for mid-April. Since utilization has leveled off, the agencies will not receive any additional credits for the remainder of this fiscal year and should not anticipate any credits for next year.

5. **MO GIS Advisory Council (Tony Spicci)** – Jeff stated the bylaws were approved and sent out by OIT. He noted the annual GIS conference is scheduled for April 18-22 in Kansas City.

OPEN DISCUSSION
- Chris Wilkerson stated that he has pulled together information on flat screen and all-in-one computers. He will be sharing that information with the ITAB.
- Chris Wilkerson also stated that DNR may be looking at an RFP relating to document management. Scott Willett stated he would forward a copy of the RFP for their recent imaging projects.

REVIEW OF ACTION ITEMS

- Digital Certificates Subcommittee to address Verisign Contract issues.
- Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval.
- Privacy Committee to obtain guidelines from the Highway Patrol for background checks.
- Agencies to submit names for participation in the Privacy Domain Committee to Scott Willett.
- ITAB Charter Committee to review and update ITAB Charter.
- Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
- Gerry Wethington to send out materials relating to pillars of government, to be discussed at the April ITAB Meeting.
- Tom Stokes to send out final version of IT Business Plan to ITAB Members prior to April 28th Meeting.
- Gerry Wethington to form a committee to develop standards for IT expenditure reporting. Committee to include Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Debbie Tedeschi, and Michael Elley.
- Gerry Wethington to provide results of Statewide IT Meetings.
- Bob Meinhardt to work with Gerry on providing an overview on architectural governance at the April 28 ITAB Meeting.
- ITAB Members provide updates on the ITAB Committees to Mary Luebbert by April 2, 2004.
- Lew Davison to send out request (through Mary) for CRM Committee members.
- Gerry Wethington to ask the OIT intern to forward her findings relating to the terms and definitions on the security web site.
- Karen Boeger will send out an email to update the status of SmartBuy.
- ITAB Members to provide any agenda items for the April 28th meeting by April 21st.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, April 28, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, Missouri.**

JLW/cc